

Safety Recall 246: Palisade (LX2) Electric Oil Pump Controller Inspection and Replacement – Dealer Best Practice

August 23, 2023

Updates to this Document	Date
<ul style="list-style-type: none">Remedy Available for Palisade (LX2) ONLY - TSB 23-01-071H published	08/23/2023

	STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY UNTIL ALL OPEN RECALLS ARE PERFORMED.	
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IMPORTANT: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

To check vehicle specific recall applicability, access the “Vehicle Information” screen via WebDCS.

Recall Description

The transmission electric oil pump (EOP) for the Idle Stop & Go System (“ISG”) in the subject vehicles may have been assembled with printed circuit boards (“PCB”) that were damaged during manufacturing. A damaged capacitor on the pump controller PCB could impact electrical operation leading to heat damage to the electric oil pump circuit board, connector, and wiring harness. The heat damage at the pump increases the risk of a vehicle fire in addition to a potential Controller Area Network (“CAN”) communication disruption for multiple onboard controllers. The electrical heat damage within the electric oil pump assembly increases the risk of a vehicle fire.

Applicable Vehicles (Certain):

- 2023-24MY Palisade (LX2) produced from 10/28/2022 – 06/27/2023

Remedy Information

The procedure provided for in **TSB 23-01-071H** (or latest version) requires inspecting the ISG EOP controller part number and if necessary, replacing with a revised one.

- Recommended Service Technician Training Level: [Hyundai Certified \(or above\)](#)

NOTICE for ALL vehicles: Owners can continue driving these vehicles, however, out of abundance of caution, Hyundai recommends owners to park their vehicles outside and away from structures until the recall has been completed.

REMEDY NOT YET AVAILABLE FOR THE FOLLOWING VEHICLES: The remedy for the following affected vehicles is still under development:

- 2023MY Tucson (NX4) produced from 10/29/2022 – 04/21/2023
- 2023MY Sonata (DN8) produced from 10/26/2022 – 04/03/2023
- 2023MY Elantra (CN7) produced from 11/14/2022 – 06/06/2023
- 2023MY Kona (OS) produced from 11/09/2022 – 04/08/2023

Recommended Alternative Transportation


A Service Rental Vehicle (SRC) should be provided to customers who do not feel safe operating their vehicle until a remedy is available. In addition, a SRC may be required based on any other additional work on the vehicle that may need to be addressed during customer’s visit. If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Warranty Information

- This recall campaign pays for the following scenarios:
 - 0.3 M/H for inspection of the EOP controller part number
 - 0.5 M/H for inspection & replacement of the EOP controller.
- Both scenarios above include taking an inspection/repair validation photo(s) and uploading to STUI.
- **Photos:** Please refer to **TSB 23-01-071H** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.


Parts Information

- **Controller (461002F0ASQQH)**
 - Inspection of vehicle first prior to replacement
 - For dealer(s) with vehicles currently in dealer stock as of 08/23/2023: Controller(s) were sent to affected dealers and arrived starting *Wednesday, 08/23/2023*. The dealer’s respective regional staff has also been notified of these controllers being sent.
 - **On Critical Supply Parts (CSP) restriction:** Dealer will require a valid recall 246 VIN to order the part. Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the recall receive priority parts allocation.
- Refer to **TSB 23-01-071H** (or latest version) for the latest parts information.

Model	Part Name	Part Number	Figure	Qty
Palisade (LX2)	Controller	46110-2F0ASQQH		1

Tools Required

Per **TSB 23-01-071H** (or latest version), the following tool is required to perform this service procedure. Please ensure you have this on-hand.

Part Name	Figure
T25 TORX Wrench or ratchet	

Sample Customer Talk Tracks

For Palisade vehicles with remedy available:

1. *“If you experience any concern(s) related to the performance of your vehicle, experience smoke from the vehicle’s underbody, a burning/melting odor, and/or illumination of the malfunction indicator light (MIL), please have your vehicle towed to the nearest Hyundai dealer and do not attempt to drive the vehicle until the recall service can be performed.”*



2. “During your visit today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall with an available remedy. The recall states that it is a condition involving the electric oil pump. This condition may impact electrical operation and thermal damage at the pump, increasing the risk of a vehicle fire. We would like to perform this service for you today and it will be provided to you at no cost.”

For non-Palisade vehicles (with remedy not available):

3. “During your visit or call-in today, I checked your vehicle for any open campaigns or recalls and found that your vehicle has an open recall without an available remedy. The recall states that it is a condition involving the condition involving the electric oil pump. This condition may impact electrical operation and thermal damage at the pump, increasing the risk of a vehicle fire. Once a remedy is available, Hyundai will notify you via First Class mail advising you to bring your vehicle to a Hyundai dealer to have it applied at no cost to you.”

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership.



Readiness: Are parts in stock to complete this campaign?

- Yes
- No** – It is highly recommended to have parts on-hand for when the customer arrives to the dealership with a subject vehicle outlined in **TSB 23-01-071H** (or latest version), especially if customer has made appointment beforehand and to minimize dealership traffic. Order parts and obtain an estimated time of arrival (ETA) as soon as possible.



Reception: For subject vehicles as outlined in **TSB 23-01-071H** (or latest version), did you explain to the customer the expected inspection and repair time?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.

Did you offer the customer Alternative Transportation?

- Yes
- No** – Customer should be offered if requested while repairs are being performed.



Repair: Did you provide the customer with an eMPI?

- Yes
- No

Does the Technician meet the recommended training requirements (Hyundai Certified or higher) to complete this campaign?

- Yes
- No** – Please ensure a technician with Hyundai Certified (or higher) certification completes this repair.

Were the appropriate picture(s) taken based on the inspection and/or repair as outlined in **TSB 23-01-071H** (or latest version)?

- Yes



- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. **See TSB 23-01-071H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



Return: Did you get the customer’s signature on all warranty lines in addition to the final RO?

- Yes
- No

Customer FAQ

Q1: What is the issue?

A1: The transmission electric oil pump for the Idle Stop & Go System (“ISG”) in the subject vehicles may have been assembled with printed circuit boards (“PCB”) that were damaged during manufacturing. A damaged capacitor on the pump controller PCB could impact electrical operation leading to heat damage to the electric oil pump circuit board, connector, and wiring harness. The heat damage at the pump increases the risk of a vehicle fire in addition to a potential Controller Area Network (“CAN”) communication disruption for multiple onboard controllers.

Q2: What are the affected vehicles?

A2: Affected vehicle models are the following:

- Certain 2023-24MY Palisade (LX2) produced from 10/28/2022 – 06/27/2023
- Certain 2023MY Tucson (NX4) produced from 10/29/2022 – 04/21/2023
- Certain 2023MY Sonata (DN8) produced from 10/26/2022 – 04/03/2023
- Certain 2023MY Elantra (CN7) produced from 11/14/2022 – 06/06/2023
- Certain 2023MY Kona (OS) produced from 11/09/2022 – 04/08/2023

Q3: What is the safety concern?

A3: The electrical heat damage within the electric oil pump assembly increases the risk of a vehicle fire.

Q4: Have there been any accidents or injuries?

A4: As of the date of the filing to NHTSA (07/27/2023), Hyundai has confirmed there are 4 unique thermal incidents associated with the subject defect condition in the U.S and Canada. Additionally, there are no confirmed crashes, or injuries related to this condition.

Q5: Will a Dealer Stop Sale be issued?

A5: Yes, a Dealer “Stop Sale” has been issued in accordance with federal regulation for involved vehicles unsold at dealers.

Separately, a Port “Hold” has also been issued for all affected vehicles located at ports.

Q6: What will be done during the recall service at the dealer?

A6: Owners can continue driving these vehicles; however, Hyundai recommends parking their vehicles outside and away from structures until the recall service is completed. All owners of the subject vehicles will be notified by first class mail with instruction to bring their vehicles to a Hyundai dealer to inspect and replace the electric oil pump controller, if necessary. This remedy will be offered at no cost to owners for all affected vehicles, regardless of whether the affected vehicles are still covered under Hyundai’s New Vehicle Limited Warranty. Additionally, Hyundai will provide owners of affected vehicles reimbursement for out-of-pocket expenses incurred to obtain a remedy for the recall condition in accordance with the reimbursement plan submitted to NHTSA on February 24, 2022.



Hyundai
Assurance Car Care



Q7: When will owners be notified?

A7: Owners of the subject vehicles will be notified via First Class mail in late September 2023.

Contact Reference:

Please see the following list of commonly referred to contacts. Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREPLine	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" 	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	



Appendix

History	Date
<ul style="list-style-type: none">Remedy Not Available (all models)	07/28/2023